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October 27, 2016

Via Electronic Filing

Ms. Barcy McNeal
Public Utilities Commission of Ohio
Administration/Docketing
180 East Broad Street, 11th Floor
Columbus, OH 43215-3793

**Re: Hog Creek Wind Farm LLC,
Case Nos. 09-277-EL-BGN and 10-654-EL-BGN**

Dear Ms. McNeal:

On March 22, 2010, the Ohio Power Siting Board ("OPBS") issued Hog Creek Wind Farm LLC ("Hog Creek") a Certificate of Environmental Compatibility and Public Need in Case No. 09-277-EL-BGN for Hog Creek I ("Hog Creek I Certificate"). On August 29, 2011, the OPSB issued a Certificate of Environmental Compatibility and Public Need in Case No. 10-654-EL-BGN for Hog Creek II ("Hog Creek II Certificate"). The orders in each of the cases established a set of conditions as part of the certificates.

Within these sets of conditions, Hog Creek I Certificate **Condition No. 26** and Hog Creek II Certificate **Condition No. 13** require that:

At least 30 days prior to the preconstruction conference and subject to staff review and approval. Hog Creek shall create and implement a complaint resolution procedure in order to address potential operational concerns experienced by the public. Hog Creek shall work to resolve any issues with those who file a complaint. Any complaint submitted must be immediately forwarded to staff,

Attached is a copy of the Complaint Resolution Plan in compliance with Hog Creek I Certificate **Condition No. 26** and Hog Creek II Certificate **Condition No. 13**. Thus Hog Creek is in compliance with these conditions.

If you have any questions please call at the number listed above.

Sincerely,

Sally W. Bloomfield

Attachment

cc: Andrew Conway (w/Attachment)
Jonathan Pawley (w/Attachment)

**How to Report a Complaint
Regarding the Hog Creek Wind Farm, LLC Project**

Should you have a concern that arises during construction or operation of the Hog Creek Wind Farm I and II Project, please let us know. Any complaints regarding adherence to the Hog Creek Wind Farm, LLC ("Hog Creek") permits, site preparation, cleanup, restoration or otherwise can be directed to:

Attn: Sean Flannery, Permitting Director
Hog Creek Wind Farm, LLC, c/o
Renewable Energy Systems Americas, Inc.
330 2nd Avenue South, Suite 820
Minneapolis, MN 55401

Tel: (612) 746-4028
Email: sean.flannery@res-americas.com

Upon receipt of a complaint, Hog Creek staff will request the following information from you; this information must be collected in order to allow Hog Creek to appropriately resolve the complaint:

- Your first and last name
- Your address, telephone and email
- The location of your property
- Nature of your complaint

All complaints must be recorded by our staff and maintained in a log on site.

Complaints received directly by Hardin County or the Ohio Power Siting Board (OPSB) regarding site preparation, construction, cleanup, restoration, or operation and maintenance will be sent to Hog Creek, and the complaint will be handled according to the outlined procedure. We appreciate your cooperation and the opportunity to address your concerns.

Attached to this document are the internal procedures that Hog Creek uses to respond to and report complaints.

**Hog Creek Wind Farm, LLC
Complaint Handling Procedures for
Hog Creek Wind Farm I and II Project**

A. Purpose:

The purpose of this document is to establish a uniform and timely method of documenting and responding to complaints received by Hog Creek Wind Farm, LLC ("Hog Creek") relating to its permits, construction, restoration and operation of the Hog Creek Wind Farm.

B. Complaint Documentation and Processing:

Hog Creek will document all Complaints by maintaining a record of all applicable information concerning the Complaint. Please direct complaints to:

RES Permitting Director Sean Flannery 330 2 nd Avenue South, Suite 820 Minneapolis, MN 55401 612-746-4028 sean.flannery@res-group.com
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Upon receipt of a Complaint, Hog Creek will maintain a record of the following:

- a. Name of Complainant, address, phone number, and e-mail address.
- b. Precise property description or parcel identification number.
- c. Name of Hog Creek representative receiving Complaint and date of receipt.
- d. Nature of Complaint
- e. Activities undertaken to resolve the Complaint.
- f. Final disposition of the Complaint.

In maintaining records, the Hog Creek representative will:

1. Determine the nature of the Complaint - If the record is not a Complaint but rather a request, general comment, inquiry or question, it will be forwarded to the representative responsible for follow-up. Records of this type will not be recorded as complaints.
2. If the record is a Complaint, it will be handled according to the process described as follows.
 - i. A form will be completed for each Complaint received. The form is included as an attachment to this document. Information to be provided on the form will include that enumerated in Section B, items (a) through (f) of this Hog Creek document.
3. The Hog Creek representative will contact the appropriate project personnel to follow up with a resolution. The project personnel will process the Complaint on the same day the Complaint is received, and document the record according to the Complaint Report Form (see attached form).
4. The Complaint Report Log will be properly maintained and updated to include the current status of each Complaint received.

**Hog Creek Wind Farm, LLC
Complaint Handling Procedures for
Hog Creek Wind Farm I and II Project**

I. Hog Creek Complaints Report Log – Distribution:

The Complaint Report Log will be circulated quarterly around the 15th of the month (March, June, September, December) to the Hog Creek contacts listed below, as well as the appropriate designee of Hardin County and OPSB as necessary:

Sean Flannery, Permitting Director
Hog Creek Wind Farm, LLC, c/o
Renewable Energy Systems Americas, Inc.
330 2nd Avenue South, Suite 820
Minneapolis, MN 55401
Tel: (612) 746-4028
Email: sean.flannery@res-group.com

Jon Pawley, Siting Specialist
Ohio Power Siting Board
180 East Broad Street
Columbus, Ohio 43215
Tel: (614) 644-7631
Email: jonathan.pawley@puco.ohio.gov

Version: 07/24/2014 Developed by Hog Creek Staff

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Company Complaint Representative Contact Information:

Hog Creek Wind Farm I
and II ProjectHog Creek Wind Farm, LLC

Address:

office

mobile

E-mail:

[illegible]

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Case No(s). 09-0277-EL-BGN, 10-0654-EL-BGN

Summary: Correspondence of Hog Creek Wind Farm LLC in Compliance with Certificate Condition Nos. 26 and 13, respectively - Complaint Resolution Plan electronically filed by Teresa Orahod on behalf of Sally W. Bloomfield